

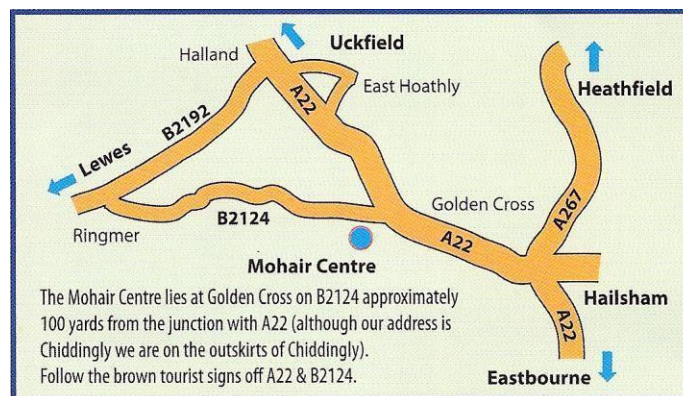


# THE MOHAIR CENTRE

HOLIDAY PLAYScheme  
PARENT HANDBOOK

mohairchildcare@hotmail.co.uk  
01825 872457

Manager: Caroline Taylor  
Deputy: Lorena Alfaro Martin  
Jacky (Owner) 07885362008 jacky\_webb@hotmail.com



Brickfield Farm, Lewes Road, Lewes BN8 JG

Thank you for booking your child/children for the HolidayPlayscheme. Your child's registration form will be kept on file for use when your child attends, ensuring we meet their needs.

**\*PLEASE LET US KNOW IF ANY OF THESE DETAILS CHANGE- PARTICULARLY EMERGENCY NUMBERS\***

## **BOOKING PROCEDURE FOR HOLIDAY PLAYScheme**

All bookings must be made in advance and payment must be received before the holiday playscheme starts. Please email your required dates to [mohairchildcare@hotmail.co.uk](mailto:mohairchildcare@hotmail.co.uk) following the Holiday Playscheme mailing.

**1. Bookings are allocated on a first-come first served basis and we will create a Waiting List when days are full - please don't waste any time in booking if you are keen, spaces go very quickly.**

**2. Please reply by email giving:**

- **NAME/S OF YOUR CHILD /CHILDREN**
- **DAY / DAYS REQUIRED**
- **TIMES**

**An alternative day is often helpful, should the day you request be full.**

**We will not accept bookings by phone.**

**3. We will work through emails in order of date / time received, when we will also confirm the fees required. Invoices will not be sent, but receipts will be given on request. We will let you know if you have been successful, those who are unsuccessful will be put on a Waiting List. Waiting List places will be allocated on the date provided on the mailing should there be any cancellations or fees unpaid. We cannot hold places where payment has not been received.**

**4. Please arrange payment on receiving your confirmation email, either by bank transfer or arranging payment through Childcare Vouchers. Please indicate how you will make payment ensuring that payments are easily identified indicating your child / children's name.**

**5. Payment - We are unable to receive CASH or CHEQUES.**

**For bank transfers:**

**Account Name: Mohair Centre**

**Account Number: 02663271**

**Sort Code: 30-92-86**

**Our Unique Ofsted Reference Number, should you need to organise CHILDCARE VOUCHERS or Working Tax Credit is 156379**

**6. We will aim to send out Joining Instructions at least a week before the Playscheme commences. Details of themed days / weeks will be available in a separate programme sent with the initial mailing.**

**If payment has not been received, we reserve the right to turn your child away on the morning concerned.**

**No child may attend without a Holiday Playscheme registration form.**

## **BEFORE ARRIVING AND GENERAL INFORMATION**

Please NOTE that children will be engaged on the farm or Forest School at times during the Holiday Playscheme and we aim to be outside as much as possible so clothing appropriate for the weather and welly boots are a necessity.

### **ALL CHILDREN MUST HAVE:**

- 1. Up-to-date Registration Form**
- 2. Booking received and agreed by email**
- 3. A pair of clearly named boots (this is essential).**
- 4. A change of clothes (this is essential) or waterproofs / boiler-suit might be appropriate**
- 5. Paid in advance of their booking**

**Prices:**

Breakfast Session	8-10.30	£7.50 an hour
Core Day	10-30-4.30	£40
Tea Session	4.30 – 6	£7.50 an hour

**Toilet and washing facilities:** We have signs around the farm reminding children to wash their hands, we use anti-bacterial soap and there is always ample gel available. There are large basins at the farm wash station, which can't be missed. Children at the Mohair Centre get into a routine and any new children will be given an induction and reminded regularly. There are toilets and washing facilities available inside as well.

**Water:** Drinking water will always be available and named water bottles encouraged.

**Sun cream & Hats:** Please bring named sun cream and named hats with you.

**Clothing & boots:** Please send your child with a change of clothes or clothes that don't matter and **named wellies**. We have spare clothes but often children are fussy about what they wear and don't always want to wear someone else's things. A change of footwear is essential because we are required to change footwear after we have been in the Animal Contact Area – this is a requirement by the Environmental Health, to prevent any contamination being picked up from the animals. Also, some crafts are messy and although we have overalls they don't always work.

**If you don't send a change of clothes / clothes that don't matter, we cannot be responsible for the state of your child's clothes.**

Without providing wellies you are causing your child and the staff stress as children spend ages finding the right size (and design) amongst the spare wellies. This in turn wastes precious time for all the children doing the things they want to do. Also, we have in the past found that those children who do come with wellies find that their wellies have been borrowed and sometimes left wet, which is VERY unfair.

**Packed Lunches:** Please provide a healthy packed lunch and we advise using icepacks during the warmer weather. We will provide drink, fruit and crackers at break times.

**Lost Property: Please, please name your child's belongings.**

We get lots of lost property. We will clear Lost Property at the end of the following holiday playscheme your child attends. I am sorry we cannot keep it indefinitely. Most will be taken to a Charity Shop or returned to the relevant schools, or in some cases they will be marked as MOHAIR CENTRE spare clothes.

We do have some spare clothes if the children need them. Can they please be returned as soon as possible.

**Our Aims:** We offer a service for working parents by giving children a stimulating, enjoyable and safe environment to play and learn with activities they can do at their own pace and according to their needs. We strongly believe that as the Playwork Principles state - children learn far more if they are in control of their own play, not adults. Our motto has always been since starting up the Mohair Centre in 1986: "Learning by doing whilst having fun at the same time!"- It is very important that your child has a safe and fulfilling time at the Mohair Centre

## **POLICIES AND PROCEDURES**

In this handbook you will find brief details of policies and details of our staffing arrangements for the Holiday Playscheme. Our Health & Safety, Equal Opportunities Policy, Behaviour Policy, Grievance Procedure, and others are available for you to look at in greater detail, please ask.

The Mohair Centre is inspected by OFSTED as a full day-care facility. Our most recent report may be viewed on the Ofsted website or is on display in the After School Club tearoom. We are proud to say we received a 'GOOD'.

<http://reports.ofsted.gov.uk/inspection-reports/find-inspection-report/provider/CARE/156379>

We are subject to all Health & safety regulations and liable to periodic inspections by the Health & Safety Executive, DEFRA on the farm-side and Wealden District Council.

Environmental Health regularly inspect our Kitchen facilities / procedures. Most Staff hold the Basic Food Hygiene Certificate. All staff will hold paediatric first aid certificates which are updated every 3 years. All staff have DBS clearance, which is updated on a regular basis.

Our staffing ratio is 1:8. We always try to operate with a higher ratio during our Forest School sessions.

## **EQUAL OPPORTUNITY - POLICY STATEMENT**

We will ensure that the Mohair Centre is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability. Our setting is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families.

We aim to:

- provide a secure and accessible environment in which all children can flourish and in which all contributions are considered and valued;
- include and value the contribution of all families to our understanding of equality and diversity;
- provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people;
- Make inclusion a thread that runs through all of the activities of the setting.
- Try our best.

## **Admissions**

Our setting is open to all members of the community.

- We ensure that all parents are made aware of our equal opportunities policy.
- We do not discriminate against a child or their family, or prevent entry to our setting, on the basis of colour, ethnicity, religion or social background, such as being a member of a travelling community or an asylum seeker.
- We do not discriminate against a child with a disability or refuse a child entry to our setting for reason relating to disability.
- We develop an action plan to ensure that people with disabilities can participate successfully in the services offered by the setting. Sometimes funding might be available for 1:1 support if required as part of your child's Individual Health Plan if this is appropriate. Risk Assessment is key. It is really important to bring your child along to visit, so that you can be sure that your child's needs can be met.
- We take action against any discriminatory behaviour by staff or parents. Displaying of openly discriminatory and possibly offensive materials, name calling, or threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner.

## **HEALTH & SAFETY**

Full risk assessments are available. We feel that in order to promote independence we help children manage risk themselves, an important life skill.

## **SAFEGUARDING POLICY (full policy available on request)**

### **Designated safeguarding lead:**

**Liz Cogger (Nursery Manager)**

**Jacky Webb (Deputy)**

### **All staff must ensure that:**

- The welfare of the child is paramount.
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All staff (paid/unpaid) working at The Mohair Centre Nursery have a responsibility to report concerns to the manager.

## **THE MOHAIR CENTRE CHILD PROTECTION POLICY STATEMENT**

The Mohair Centre has a duty of care to safeguard all children who attend the setting from harm. All children have a right to protection, and the needs of disabled children and others who may be particularly vulnerable must be taken in to account. All members of staff undergo Safeguarding training as part of their training. We are strongly committed to the protection of children from abuse and will contact Social Services if we believe that any child is at risk.

## **COMPLAINTS PROCEDURE**

We are happy to discuss any problems/complaints and will do our utmost to put things right for you. It is very important to The Mohair Centre and its entire staff that the children enjoy their time with us.

If something is bothering you, please tell us and we will do our utmost to resolve the problem. If we don't know about it, we can't do anything about it!

Serious complaints that cannot be resolved verbally with the Staff on the day, should be referred to Jacky Webb (07885362008 [jacky\\_webb@hotmail.com](mailto:jacky_webb@hotmail.com)) and should be put in writing by the person with the complaint within 48 hours of the event.

Any complaints that we receive we will record on a confidential incident form, this will enable us to explain the nature of the complaint, who was involved and what the complaint was about. The date of the complaint will also be recorded and who dealt with the complaint.

We will hold written records of any complaint received, which will include the following:

- the source of the complaint
- the nature of the complaint
- Details of the complaint
- How the complaint is being or has been dealt with?
- Actions and Outcomes

Each complaint that we record will be fully investigated and an action report will be written if any actions need to be taken. Both the recording of the complaint and the action plan can be seen by the parent or carer involved if they so request. The parent or carer who made the complaint will receive a report / email from The Mohair Centre of the outcome of the complaint within 28 days of the initial complaint.

On inspection by Ofsted, if requested the inspector will be able to see a summary of all complaints within the last 12 months and an action plan if one is needed.

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

0300 123 1231  
enquiries@ofsted.gov.uk

**All issues are discussed in strict confidence. Completed complaint forms will not contain any personal details such as names or contact details.**

### **MANAGING CHILDREN'S BEHAVIOUR POLICY - STATEMENT OF INTENT**

At the Mohair Centre we believe that children flourish best when their personal, social and emotional needs are met and where there are clear and **developmentally appropriate** expectations for their behaviour.

#### **Aim**

We aim to promote positive behaviour throughout our setting and to help the



children understand and respect the needs and rights of others.

## **Methods**

- The Manager has overall responsibility for issues concerning behaviour by:
  - keeping up to date with legislation, research and thinking on promoting positive behaviour and on handling children's behaviour where it may require additional support;
  - accessing relevant sources of expertise on promoting positive behaviour within the programme for supporting personal, social and emotional development; and to
  - Check that all staff has relevant in-service training on promoting positive behaviour. We keep a record of staff attendance at this training.
- We require all staff to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
- We familiarise new staff with the behaviour policy and its guidelines for behaviour.
- We expect all members, children, parents and staff, to keep to the guidelines, requiring these to be applied consistently.
- We work in partnership with children's parents. We work with parents to address recurring inconsiderate behaviour, using our observation records to help us to understand the cause and to decide jointly how to respond appropriately. Parent/carers have a good relationship with all staff and are happy to discuss any problems that they may have, with regards to Children's behaviour.

## **Strategies with children who engage in inconsiderate behaviour**

- We require all staff to use positive strategies for handling any inconsiderate behaviour, by helping children find solutions in ways which are appropriate for the children's ages and stages of development. Such solutions might include, for example, acknowledgement of feelings, explanation as to what was not acceptable and supporting children to gain control of their feelings so that they can learn a more appropriate response.
- We acknowledge considerate behaviour such as kindness and willingness to share.
- We support each child in developing self-esteem, confidence and feelings of competence.
- We support each child in developing a sense of belonging in our group, so that they feel valued and welcome.
- We avoid creating situations in which children receive adult attention only in return for inconsiderate behaviour.

- When children behave in inconsiderate ways, we help them to understand the outcomes of their action and support them in learning how to cope more appropriately.
- We never use physical punishment, such as smacking or shaking. Children are never threatened with these.
- We do not use techniques intended to single out and humiliate individual children.
- We do not shout or raise our voices in a threatening way to respond to children's inconsiderate behaviour.

### **Rough and tumble play and fantasy aggression**

Young children often engage in play that has aggressive themes - such as superhero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using strategies as above.

- We recognise that teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or 'aggressive'.
- We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.
- We recognise that fantasy play also contains many violently dramatic strategies - blowing up, shooting etc., and that themes often refer to 'goodies and baddies' and as such offer opportunities for us to explore concepts of right and wrong.
- We are able to tune in to the content of the play, perhaps to suggest alternative strategies for heroes and heroines, making the most of 'teachable moments' to encourage empathy and lateral thinking to explore alternative scenarios and strategies for conflict resolution.

### **Hurtful behaviour**

We take hurtful behaviour very seriously. Most children will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as 'bullying'.

- We recognise that young children behave in hurtful ways towards others because they have not yet developed the means to manage intense feelings that sometimes overwhelm them. All children will be at different stages.
- We will help them manage these feelings as they have neither the biological means nor the cognitive means to do this themselves.
- We understand that self-management of intense emotions, especially of anger,

happens when the brain has developed neurological systems to manage the physiological processes that take place when triggers activate responses of anger or fear.

- Therefore, we aim to help this process by offering support, calming the child who is angry as well as the one who has been hurt by the behaviour. By helping the child to return to a normal state, we are helping the brain to develop the physiological response system that will help the child be able to manage his or her own feelings.
- We help children learn to empathise with others, understanding that they have feelings too and that their actions impact on others' feelings.
- We help children develop social behaviour, such as resolving conflict over who has the toy. 'I can see you are feeling better now, and Adam isn't crying any more. Let's see if we can be friends and find another car, so you can both play with one.'
- We are aware that the same problem may happen over and over before skills such as sharing and turn-taking develop. In order for both the biological maturation and cognitive development to take place, children will need repeated experiences with problem solving, supported by patient adults and clear boundaries.
- We support social skills through modelling behaviour, through activities, drama and stories. We build self-esteem and confidence in children, recognising their emotional needs through close and committed relationships with them.
- We help a child to understand the effect that their hurtful behaviour has had on another child; **we do not force children to say sorry**, but encourage this where it is clear that they are genuinely sorry and wish to show this to the person they have hurt.

## **BRICKFIELD CODE OF CONDUCT**

Please help us to reinforce these rules. They need to be clearly understood and second nature. These rules will be reinforced at the beginning of the day to make sure, whether the children have heard it before or not (better safe than sorry!)

- No climbing on haystacks
- Pick up litter & baler twine.
- Remember to shut gates.
- Don't shout or panic.
- Wash your hands before eating and drinking with soap and hot water.
- Please don't put your fingers in animal's mouths.
- Walk, don't run.
- Don't touch machinery unless you have been asked to do so.

- Don't go into pens unless you have been asked to do so.
- Any cuts should be covered.
- Please don't eat animal food.
- Food should be eaten in the Play area or the tearoom. No food should be consumed in the animal areas.
- Animals are fed at specific times, normally once or twice a day under adult supervision. Animals that are fed constantly may become ill or worse die!
- OUT OF BOUNDS signs are sometimes put up to make sure children/adults pay attention to areas they should not be in

Any child/young person who persistently breaks these rules will need to be taken home, following our Behaviour policy, as he/she may be putting themselves or others at risk. We will then discuss this behaviour with yourselves and the child concerned in a formal meeting, to create an Action Plan.

### **MEDICATION**

We will be happy to supervise any medication that children need BUT all medication must be handed to the staff on arrival and a Medication form completed. Children must not be handling the medicine themselves.

### **SICKNESS**

Should any child become sick or ill at the Mohair Centre the following procedure will be followed:

1. The child will be allowed to sit quietly in case the problem goes away naturally. First aid will be given if appropriate.
2. If a child continues to feel unwell, we will contact the parent/guardian to discuss the best course of action. If the parent is not available, we will contact the second emergency number on the registration form. The child will be able to sit or lie down, supervised by a member of staff, depending on the severity of the problem, until his/her parent/guardian arrives to take the child home.
3. The issue will be written in the First Aid file - what has been done as a consequence and the parent/guardian will be asked to sign the record on collecting the child.

## **HEALTHY EATING POLICY**

The Mohair Centre recognises the importance of the document 'Every Child Matters' and in order to comply with this directive, The Mohair Centre has developed a Healthy Eating Policy.

1. The Staff will set a good example, a positive role model for the children. Staff will endeavour to encourage healthy eating whenever an occasion arises.
2. Squash and biscuits as well as a selection of fresh fruit and vegetables will be available for the children at break times.
3. A good balanced diet will be provided at teatime, with fruit and toast/spreads on offer as an alternative.
4. Special dietary requirements will always be respected.
5. Water will always be available to children.